Meeting Time: 1:00 p.m.–4:00 p.m. ET

Member Attendees: Carolyn Basford, Marianne Buehler, Barb Crosby, Linda Heise, Paula Koenig, Wendy Losinski, Jeff Mastej, Kathy Murzyn, Debra Owen, Beverly Powell, Deborah Roberts, Valarie Sell, Jera Sitton, Mary Ellen Spradlin, Pamela Tilbury and Cassie Wright.

National Government Services Associates: Vicky Combs, Tamara Hall, Charity Mahurin, Terri Shoup, Zach Toland, Kathryn Torro and Michael Dorris

Agenda

1. Roll Call
2. Feedback: ACT calls
3. 2015 POE Plan
4. Feedback: New NGS Website
5. New DME IVR
6. e-Share Site Demonstration
7. Feedback: 101 CBTs
9. Status of POE AG Suggestions Received
10. Topic Suggestions
11. Open Discussion
12. Next Meeting Date
13. Scenarios

I. Roll Call
(Terri Shoup, National Government Services)

Terri welcomed the group and conducted roll call. Attendees are noted at the beginning of the meeting minutes.

II. Feedback: ACT calls
(Charity Mahurin, National Government Services)

Charity advised that recent data is showing the attendance to our ACT calls has decreased. She requested feedback as to what could increase attendance. The following suggestions were provided:

• Allow registered attendees to submit their questions prior to the ACT call. This would allow the questions to be addressed during the call.
• Have the ACT call topic specific. This could be medical policy, changes with the Medicare Program, or a billing issue known by POE.
• Have the registration available earlier. One POE AG member advised they typically have their calendar scheduled four weeks out.

**III. 2015 POE Education Plan**
(Charity Mahurin, National Government Services)

Charity questioned the group what avenues of training work best. The responses were:

• CBTs
• Webinars
• Printed materials that include “Dear Physician” letters

Charity questioned what could be improved regarding POE education. It was advised to bring the Roundtables back to live educational events.

Charity questioned the group what areas of education would be beneficial for the upcoming year. The responses were:

• Face-to-face encounter associated with the Affordable Care Act, Section 6407
• Written orders prior to delivery
• Focus education towards referral sources, including large hospital facilities

Charity advised the POE department met earlier in the week and worked on the 2015 education plan. This information will be taken into consideration when planning the training events.

**IV. Feedback: New NGS Website**
(Zach Toland, National Government Services)

Zach advised the new website is up and running. He advised some issues have been noted and are being corrected. They are:

• Coding Pricing Search Tool does not show the Medicare allowed amount on mobile devices.
• Appeals Calculator does not calculate correctly on mobile devices.

Zach requested feedback on the new website and if anyone had suggestions for future enhancements. The responses were:

• The search engine returns more related information than the previous version.
• Much easier to find information.
• The font on the Print Page option appears differently on a printed document.
• The Medical Review Denial Tool information is not pulling up if the claim was denied for another reason not related to a Medicare Review audit. Zach requested claim examples.
• Bookmarks are not working. Zach advised that if you are using bookmarks from our previous website, you need to reset your bookmarks to the new website.
• We would like to have information on CERT audits when the audit passes. A member advised a letter of the full outcome of the CERT audit would be useful.

**V. New DME IVR**
(Terri Shoup, National Government Services)

Terri advised we will be implementing a new IVR in the near future. We are seeking volunteers for testing. Terri advised that the new IVR will have all available options as the existing IVR. Five POE AG members advised they would be willing to assist with testing the new IVR.
A POE AG member questioned if there is a way to bypass the announcements on the IVR. Terri advised this will be looked into.

**VI. e-Share Site Demonstration**  
(Tamara Hall, National Government Services)

Tamara gave a demonstration of the new e-Share site specifically developed for POE AG members and the POE department. She advised the intent of the site is to allow members easy access to articles, presentations or other documents POE would like feedback, comments and suggestions on. Portions of the site that were highlighted included the calendar, discussion board, documents, and announcements. E-Share also allows members to view feedback and comments from other members as well as post questions and ideas in a “bulletin board” format.

**VII. Feedback: 101 CBTs**  
(Tamara Hall, National Government Services)

Tamara advised the group that currently, our 101 CBTs are two courses which are each approximately 45-65 minutes long. Along with the CBTs, the POE department holds quarterly *Beginners Guide to Medicare for DMEPOS Suppliers* webinars. The webinars are broken down into three sessions approximately 75-90 minutes each.

For 2015, POE is looking at breaking the 101 CBTs down to 6-8 CBTs that will each be approximately 20 minutes long. Then, POE would host quarterly Question & Answer webinars for the individuals who completed the CBTs. Tamara asked the group if they thought this was a good plan of action and the group agreed. Tamara advised that once the PowerPoint is completed, POE would like the members to review and provide feedback on the breakdown of the courses.

Tamara questioned the group on feedback of current CBTs housed in Medicare University. The following responses were received:

- The CBTs should state what audience they are geared towards (billing staff, intake staff, pharmacy, all suppliers, etc.)
- Offer CEUs or other continued education tied to the completion of the CBTs as well as other training events. The group advised many accreditation organizations require CEUs which is why they would like them offered.
- Provide CBTs that contain more audio and examples/scenarios. Also include a summary of what was just reviewed.

**VIII. Feedback: MR Letter Regarding Wide Spread Reviews/High Errors**  
(Tamara Hall, National Government Services)

Tamara requested feedback on the current letters/announcements that are sent for wide spread medical review audits. The POE AG members advised the letters/announcements are beneficial and helpful. The following suggestions were received:

- With the CERT High Error audits, it would be beneficial to have more details for the policies. For example, identifying the specific HCPCS codes within the policies.
- For all letters/announcements, the percentage reporting is more beneficial for the supplier community. The percentages are used with reports suppliers provide to internal associates.
- Provide the error percentage rate for the past year within the article as this would coincide with the timely filing limit of claims.
- For archived error rate information, if we could receive this information via email it would be much more beneficial as the error rate is used for internal reports for the supplier community.

**IX. Status of POE AG Suggestions Received**  
(Terri Shoup, National Government Services)

Terri provided an update on the outstanding education suggestions received from the group:
Suggestion – Signature on file requirements for item 12 and 13 of the CMS-1500 claim form.

Response – An Email Update was sent on 10/22/2014 regarding this issue; this is now closed.

Suggestion – Authorized representatives who may sign documents.

Response – This was the Tip of the Week for all Email Update messages the week of 10/20/2014; this is now closed.

Suggestion – Billing and reimbursement for J1569. Some claims pay and some deny.

Response – We contacted the POE AG member on 10/9/2014 for examples so that we may research further. The member advised she was not sure if this was a problem any longer and would let us know. POE did not hear back from the member so we are closing this issue at this time.

Suggestion – Appropriate reporting of modifiers as well as their placement on a claim.

Response – Chapter 14 of the *JB Supplier Manual* outlines modifiers in detail. Also, a Tip of the Week regarding modifiers was sent the week of 7/7/2014 and posted to the website on 7/14/2014. An article and Email Update on modifier billing reminders was published on 10/17/2013 and there is a CBT for modifiers available as well. POE did not deem that further education was necessary at this time; this is now closed.

Suggestion – Clarification on detailed written orders for items provided on a periodic basis.

Response – A POE Consultant is in the process of developing an educational article and it will be published in the near future. This item will remain open and an update will be provided at the next meeting.

**X. Topic Suggestions**
(Terri Shoup, National Government Services)

Terri requested educational topics and the following suggestions were received:

• Outline the medical policy changes for the PAP devices and RAD policies.

**XI. Open Discussion**
(Terri Shoup, National Government Services)

A POE AG member advised she is having issues with the appeal denial letters not containing a date of service. **Update:** The POE AG member was contacted to provide examples for further research at which point she advised that the issue was actually not with the DME MAC but another contractor.

A POE AG member questioned the determination letters received after filing a redetermination. They are requesting a more detailed explanation as to why the denial was upheld. Currently the letters are advising the services were deemed “not medically necessary”. The member is also requesting the date of service of the claim to be included in the letter.

**XII. Next Meeting Date**
(Terri Shoup, National Government Services)

Terri stated that the tentative meeting schedule for 2015 is:

• Tuesday, January 20 via webinar
• Tuesday, April 21 via webinar
• Wednesday, July 22 as a face-to-face meeting in Indianapolis, IN
• Wednesday, October 21 via webinar
Please keep in mind these dates are tentative and may change due to other meetings or national events and conferences.

XIII. Scenarios
(Terri Shoup, National Government Services)

Terri advised when the agenda was sent out to all attendees, three scenarios were provided for POE AG members to provide feedback. Due to the technical issues experienced at the beginning of the meeting, time ran out prior to discussing the scenarios. Terri requested the members send her email responses to each of the scenarios. The scenarios in question are:

1. If you could change one thing within the Provider Contact Center, what would it be? Why? What new process would you implement?

2. Based on the challenges you face, if you could incorporate one innovation into the Medicare Program, what would it be? Why? How would you do it? (For example, challenges could be Program changes, technical challenges, issues with DME and other Medicare contracts, etc.)

3. If you could add new functionality to NGSConnex, what would it be? Why? How would the new functionality work?

Meeting Adjourned

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